Recommended ISS Utilization Management Organization Objectives

1. **Facilitate the pursuit of flight research**
   - Ensure safety of human life and protection of assets
   - Advocate academic, government, and industry utilization of the ISS
   - Manage efficient research infrastructure and processes in accordance with Agency goals
   - Manage outfitting of the U.S. portion of ISS to enable research
   - Manage research selection and effectiveness

2. **Optimize research opportunities within current capabilities of ISS and with future enhancements for greater capabilities**
   - Make the complex operating environment associated with ISS transparent to the end-user
   - Reduce the end-to-end cycle time associated with the announcement, selection, development, flight and achievement of results for research and development endeavors on the ISS

3. **Increase the long-range productivity of science, technology, and commercial research and development**
   - Fully engage the user community across the globe in the the utilization of this world class international laboratory
   - Generate and disseminate:
     -- New knowledge
     -- Space-based and Earth-based applications

Recommended ISS Utilization Objectives and Metrics, cont'd

1. Facilitate the pursuit of flight research

- **Ensure safety of human life and protection of assets**
- **Advocate academic, government, and industry utilization of the ISS**
- **Manage efficient research infrastructure and processes in accordance with Agency goals**
- **Manage outfitting of the U.S. portion of ISS to enable research**
- **Manage research selection and effectiveness**

Impact measured by:

✓ Growth in the number of non-NASA organizations utilizing the ISS
✓ Growth in the number and variety of technologies demonstrated
✓ Percentage of Enterprise research priorities met

Quality measured by:

✓ Percentage of research requirements and success criteria achieved

Efficiency measured by:

✓ Reduction in cost of research (e.g., average cost of PI/discipline)
✓ Percentage of sites occupied (occupied rack and attached site locations)

Recommended ISS Utilization Objectives and Metrics, cont'd

2. Optimize research opportunities within current capabilities of ISS and with future enhancements for greater capabilities

- **Make the complex operating environment associated with ISS transparent to the end-user**
- **Reduce the end-to-end cycle time associated with the announcement, selection, development, flight and achievement of results for research and development endeavors on the ISS**

Impact measured by:

✓ Growth in ISS capabilities allocated to research

✓ Improvements in customer satisfaction (measured by surveys conducted)

Quality measured by:

✓ Maturity of research selected

✓ Percentage of research requirements met

Efficiency measured by:

✓ Reduction in the end-to-end cycle time

Recommended ISS Utilization Objectives and Metrics, cont'd

3. Increase the long-range productivity of science, technology, and commercial research and development

- **Fully engage the user community across the globe in the the utilization of this world class international laboratory**
- **Generate and disseminate:**
  -- New knowledge
  -- Space-based and Earth-based applications

Impact measured by:

✓ Growth in the number of publications per year
✓ Growth in the number of technologies transferred
✓ Growth in the number of non-NASA attendance at conferences, etc.
✓ Growth in the number and quality of education initiatives conducted

Quality measured by:

✓ Growth in the number of patents issued, reimbursable agreements, and licensing and equity agreements
✓ Growth in the number of degrees awarded

Efficiency measured by:

✓ Growth in the number of non-NASA organizations advocating and utilizing the ISS